

Document Name	Document Version Number	Review Date
Complaints Handling Policy	1.0.2	September 2021
Date Adopted	Minute Number	Status
25 September 2019	5403	Revised

Purpose

Our service values the feedback of educators, staff, families and the wider community as a mechanism to support the continuous improvement of our service.

Scope

Approved Provider, Nominated supervisor, educators, casual staff and families

RELATED GUIDELINES, STANDARDS, FRAMEWORKS

National Quality Standard, Quality Area 7: Governance and Leadership – Standard 7.1

Definitions

Making a Complaint

Written guidelines detailing complaint procedures are available in our services family handbook. This is also displayed in the foyer for easy reference.

Families may make a complaint directly to the child’s educator, the Approved Provider or the Nominated Supervisor.

Educators will discuss complaints procedures with children and encourage them to raise any issues they have.

Policy Content

When a complaint or grievance has been assessed as ‘notifiable’, the Approved Provider must notify Regulatory Authority within 24 hours.

In instances where the complainant reports directly to the Regulatory Authority, the Approved Provider will still have responsibility for investigating and dealing with the complaint or grievance as outlined in this policy, in addition to co-operating with any investigation by the Regulatory Authority. Identifying, preventing and addressing potential concerns before they become formal complaints/grievances.

Ensuring that the name and telephone number of the person to whom complaints and grievances may be addressed are displayed prominently at the main entrance of the service.

Ensuring that the address and telephone number of the Regulatory Authority displayed prominently at the main entrance of the service.

Advising parents/guardians and any other new members of the ELC of the complaints and grievances policy and procedures upon enrolment.

Ensuring that this policy is available for inspection at the service at all times.

Providing a Complaints and Grievances Register

Links to Policy

- Governance and Management
- Privacy Collection Statement
- Privacy and Confidentiality
- Participation of volunteers and Students
- Code of Conduct for Staff members

Links to Procedure

- Complaint Handling Policy

Links to Forms

- Complaint form

References

ACECQA – www.acecqa.gov.au

NSW Ombudsman (2004) 'Effective Complaint Handling'. NSW Ombudsman 3rd Edition 28 February 2017

Complaints Management Framework June 2015 –
www.ombo.nsw.gov.au/data/assets/pdf_file/0004/25375/Complaintmanagement-framework-June-2015.pdf

Complaint Handling Toolkit for Community Services Organisations –
www.ombo.nsw.gov.au/data/assets/pdf_file/0017/5813/BR_ComplaintHandling-Kit-CS-CRAMA-Brochure-2013-web.pdf

Responsibility

Nominated Supervisor

Document Author

Nominated Supervisor

Relevant Legislation

Education and Care Services National Law Act 2010: Sections 174(2)(b)

Education and Care Services National Regulations: Regulations 168(2) (o) and 176(2)(b)

Privacy and Personal Information Protection Act 1998 (NSW)

Health Records and Information Privacy Act 2002

Privacy Act 1988 (Cth)

Privacy Regulation 2013

Associated Records

Nil